*YOU MUST SUBSCRIBE TO YOUR NETWORK PROVIDER'S CALLER DISPLAY SERVICE BEFORE YOUR VERVE 3010 EXECUTIVE WILL DISPLAY CALLER INFORMATION. A QUARTERLY FEE IS PAYABLE.
BT
Digital Cordless
AMANDA
Menu
Dir
Power/ In Use
Page

This equipment is not designed for making emergency telephone calls when the power fails. Alternative arrangements should be made for access to emergency services.

This product is intended for connection to analogue public switched telephone networks and private switchboards in the United Kingdom.

BT Verve 3010 Executive

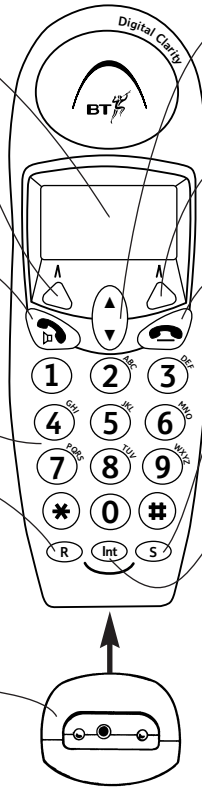
Digital Cordless Telephone

User Guide

Please open this page for an 'at a glance' guide to your Verve 3010 Executive

At a glance

Handset



Display
Shows status of your handset.

Menu button
Press to access your Menu options.

Green Phone button
For making and answering calls. Also to put handset into handsfree operation.

Keypad

Recall button
For use with switchboards and certain network services.

Navigation button
Used to move up and down Menu options, Directory and Calls list.

Directory button
Press to access Directory.

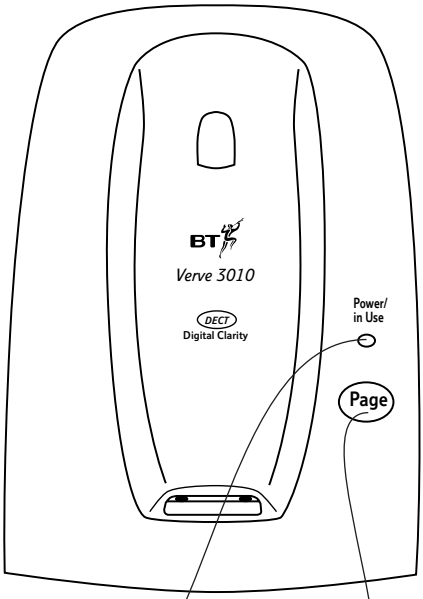
Red Phone button
Press to end call/ return display to idle.

Secrecy button
Press to cut off your microphone so your caller cannot hear you.

Int button
Press to contact other handsets.

Headset Port

Base



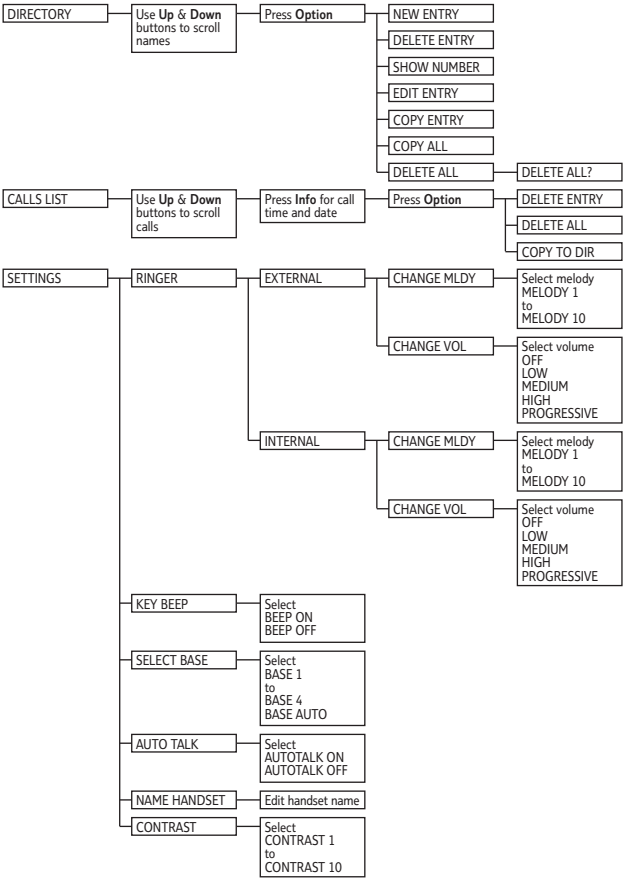
Power/In use Light

Flashes when line is in use.

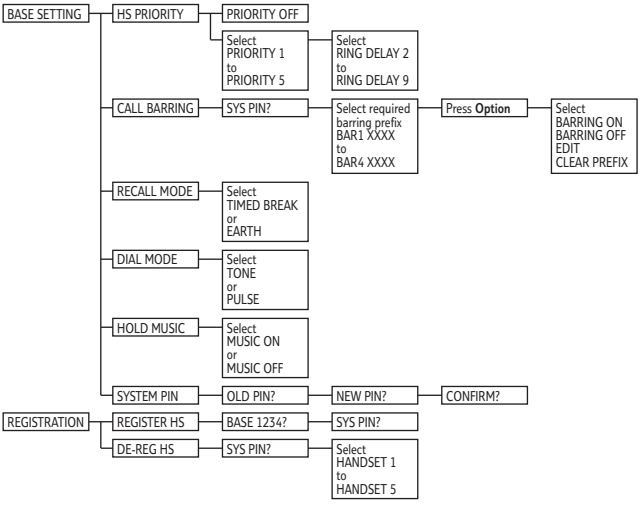
Page button

Press to register additional handsets *(see page 38)* also to call all handsets.

Menu Structure



Menu Structure



Quick guide to handset display icons

	Indicates that the line is in use. When the icon flashes indicates that you have an incoming call or you have put an external call on hold.
	Indicates that you either have an incoming internal call or you are already on an internal call.
	You are in handsfree operation.
	Battery icon is displayed when the battery is low.
	Envelope icon indicates that there are unseen calls in the Calls list. If the icon flashes indicates that you have received new calls since you last viewed the Calls list.

Quick guide

Commonly used handset functions and settings

Switch OFF the handset (default is ON)	hold down.
Switch handset ON	hold down.
Switch Keyguard on	**Menu** *
Switch Keyguard off	**Unlock** *
Make a call	
Redial a number	then to scroll through the list, to dial.
Dial from the directory	**Dir** to display name or number you wish to dial, to dial.
Dial from the Calls list	**Menu** to display CALLS LIST, **OK**, to display the number you want, to dial.
Adjust handsfree volume (whilst in handsfree mode)	to increase/decrease volume.
Adjust earpiece volume	to increase/decrease volume.
Make internal call	**Int** the second handset will ring.

In this guide

Note

There is a detailed Index at the back of this user guide, please see page 49.

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Hints and tips boxes

In this user guide, we've included helpful tips and important notes. They are shown in boxes like this.

Introduction

Unpacking your BT Verve 3010 Executive

If anything is missing, please contact your place of purchase immediately.

One Verve 3010 base station	
One Verve 3000 Executive handset	
One power supply for the base station	
One telephone line cord	
One headset	
Three AAA rechargeable batteries	
One belt clip	
Battery compartment cover	
2 screws and 2 wall plugs	

For your records

Date of purchase:

Place of purchase:

For guarantee purposes proof of purchase is required so please keep your receipt.

Enter your system PIN code here:

For more information on your system PIN, *see page 33*.

Helpline

If you experience any difficulties with your BT Verve 3010 Executive, please call the BT Verve 3010 Executive Helpline on **08702 403180**.

Safety information

General

Only use the power supply included with the product. Using an unauthorised power supply will invalidate your guarantee and may damage the telephone.

For the handset use only AAA Nickel Metal Hydride (NiMH) rechargeable batteries with a minimum capacity of 550 mAh. Never use other batteries or conventional alkaline batteries as this could lead to a short circuit or destroy the battery casing.

If the keyguard is switched on, it is NOT possible to make calls, including emergency numbers (**999**/**112**).

Do not open the base or handset (other than to change batteries). This could expose you to high voltages or other risks.

Radio signals transmitted between the handset and base may cause interference to hearing aids.

It is recommended that advice from a qualified expert be sought before using this product in the vicinity of emergency/ intensive care medical equipment.

It is recommended that if you have a pacemaker fitted you check with a medical expert before using this product.

Never dispose of batteries in a fire. There is a serious risk of explosion and/or the release of highly toxic chemicals.

Cleaning

Simply clean the handset and base station with a damp (not wet) cloth, or an anti-static wipe. Never use household polish as this will damage the product. Never use a dry cloth as this may cause a static shock.

Environmental

Do not expose to direct sunlight.

The handset may become warm when the batteries are being recharged. This is normal. We recommend that you do not place the product on antique/veneered wood to avoid damage.

Do not stand your product on carpets or other surfaces which generate fibres, or place it in locations preventing the free flow of air over its surfaces.

Do not submerge any part of your product in water and do not use it in damp or humid conditions, such as bathrooms.

Do not expose your product to fire, explosive or other hazardous conditions.

There is a slight chance that your phone could be damaged by an electrical storm. We recommend that you unplug the power and telephone line cord during an electrical storm.

Setting up

Plan the location

Situate your product close enough to the telephone and mains power sockets so that the cables will reach.

Make sure that it is at least 1 metre away from other electrical products to avoid interference.

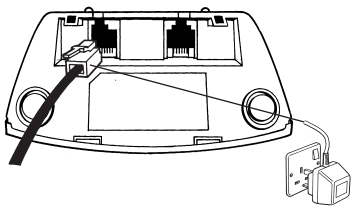
Do not situate the product in the bathroom or other humid areas.

❶ Connect the base

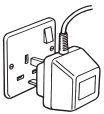
Plug the power supply cable into the power socket on the underside of the base. The correct socket for the power supply cable is clearly labelled as such.

The Power/In use light will be lit when power has been connected correctly.

(N.B. On the Verve 3000 additional handset the power supply unit connector is red.)



❷ Plug the power supply unit into the wall socket



❸ Insert the batteries

Insert the three AAA rechargeable batteries supplied, as indicated inside the battery compartment and slide the battery compartment cover shut.

Battery low warning

If the battery icon and the words LOW BATTERY *appear on the display you will need to recharge your handset before you can use it.*

Battery performance

Under no circumstances should non-rechargeable batteries be used. Only use NiMH rechargeable batteries with a minimum capacity of 550 mAh. Using inappropriate batteries will invalidate your guarantee and may damage the telephone.

When the batteries are inserted the display will show:

When the handset is placed on the base station the display will intermittently show:

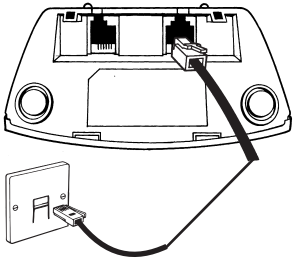
Leave the handset in the base station for approximately 16 hours to fully charge the batteries as they will not be charged on receipt.

Note

Any additional handsets you purchase will need to be individually registered with the base station before they will work with your BT Verve 3010 Executive. See page 38 for registering additional handsets.

4 Connect the telephone line cord to the base and plug into the wall socket

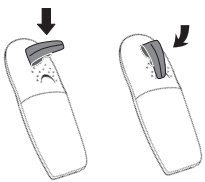
Ensure that each end of the line cord is fitted into the correct socket.



❺ Attach the belt clip (optional)

Fit the belt clip onto the back of the handset if required.

Position belt clip on back of handset, guide and push into the slot provided and twist clockwise until belt clip is secure.



Your BT Verve 3010 Executive is now ready for use.

Helpline

If you have any difficulties setting up or using your BT Verve 3010 Executive, please call the BT Verve Helpline on **08702 403180**.

Using the telephone

Note

To exit a menu at any time press the **Back** *options button, this will take you back one step. Press the* **RED PHONE** *button to cancel the operation completely.*

Making and ending calls

To make an external call

Press the **GREEN PHONE** button. You will hear the dial tone and the display will show the icon and EXT CALL.

Dial the number.

The Power/In use light on the base will flash to show that you are currently on a call.

Preparatory dialling

Enter the phone number first.

Clear

If you make a mistake press the **Clear** options button to erase the last digit.

Press the **GREEN PHONE** button to dial the number.

To end a call

Press the **RED PHONE** button.

Call timer

Your handset automatically times the duration of all external calls, showing it on the display during your call and for a few seconds after it has finished.

To receive an external call

When the phone rings the Power/In use light on the base will flash.

Press the **GREEN PHONE** button to answer the call

Or

If the handset is on the base, simply lift it up and speak. You do not need to

press the **GREEN PHONE** button.

In call volume

To adjust the in call volume

If you want to increase or decrease the volume of your incoming call.

Press the **UP** or **DOWN** arrow on the navigation button to increase or decrease the volume setting.

Handsfree

Handsfree allows you to talk to your caller without holding the handset and enables other people in the room to listen to the conversation. Your hands are left free, for example to take notes.

To make a handsfree call

Press the **GREEN PHONE** button.

Press the **GREEN PHONE** button again. The display will show the ◁+ icon. The loudspeaker will switch on.

Dial the number.

To switch back to using the handset at any time, press the **GREEN PHONE** button again.

To adjust the handsfree volume whilst in handsfree mode

Whilst in handsfree mode you can increase or decrease the handsfree volume.

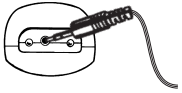
Press the **UP** navigation button to increase the volume.

Press the **DOWN** navigation button to decrease the volume.

Your new volume level will be displayed.

To use the headset

The headset port is located on the bottom of the handset.



Insert the headset plug into the headset port.

Place the foam cushion over the earpiece of the headset to aid comfort when placed in the ear.

The earpiece needs to be inserted gently in the ear so that it feels secure.

A clip is supplied on the headset so that you can clip the headset cord on to your clothing.

To adjust the headset volume follow the same instructions as, *"To adjust the in call volume"* on page 13.

Using the Directory

You can store up to 100 names and numbers in the telephone directory. You can enter up to 22 digits and up to 12 characters.

There are three ways to enter the directory. By pressing the **Dir** button, by pressing the **DOWN** navigation button or by pressing the **Menu** button followed by the **OK** options button.

The following instructions use the **Dir** button but the procedures for accessing and using the directory are similar using any of the three options.

To store an entry in the directory

Dir Press the **Dir** options button.

Option Press the **Option** button.

NEW ENTRY is displayed.

OK Press the **OK** options button.

ENTER NAME is displayed.

Entering names:

Enter the name using the letters on the keypad. For example, to enter the name TOM:

Press the **8** button, `T` appears on the display.

Press the **6** button *three times* until the display shows `O`.

Then press the **6** button to display `M`.

Save

Press the **Save** options button.

`ENTER NUMBER` is displayed.

Enter the telephone number.

Save

Press the **Save** options button

`ENTRY SAVED` is displayed, a confirmation tone will be heard.

OK

Press the **OK** options button if you wish to insert another directory entry.

Or

Press the **RED PHONE** button to return to the idle display.

Character map

Digit Button									
1	1	SPACE	&	.	,	'	!	?	
2 ABC	A	B	C	a	b	c	2		
3 DEF	D	E	F	d	e	f	3		
4 GHI	G	H	I	g	h	i	4		
5 JKL	J	K	L	j	k	l	5		
6 MNO	M	N	O	m	n	o	6		
7 PQRS	P	Q	R	S	p	q	r	s	7
8 TUV	T	U	V	t	u	v	8		
9 WXYZ	W	X	Y	Z	w	x	y	z	9
*	*								
0	+	–	/	\	>	<	=		
#	#								

To insert a pause in the directory

Press *and hold* the **#** button until a P appears on the display.

To dial a name and number in the directory

Dir

Press the **Dir** options button.

Press the **DOWN** navigation button to scroll through the names listed in alphabetical order.

Select the required name.

Or

Enter the first letter of the name you want e.g. for Emma, press **3** *twice* to search for names beginning with E. Again scroll through the names beginning with E using the **DOWN** navigation button to select the required entry.

Press the **GREEN PHONE** button. The number will be displayed and dialled.

To view a directory number entry

Dir

Press the **Dir** options button.

Press the **DOWN** navigation button to scroll through the menu until the required entry is displayed.

Or

Press the first letter of the name you are looking for.

Press the **Option** button.

Press the **DOWN** navigation button until SHOW NUMBER is displayed.

OK

Press the **OK** options button.

The number is displayed.

Press the **RED PHONE** button to return to the idle display.

To copy a directory entry to another handset

Dir Press the **Dir** options button.

Press the **DOWN** navigation button to select the entry you want.

Press the **Option** button.

Press the **DOWN** navigation button until COPY ENTRY is displayed.

OK Press the **OK** options button.

If only 2 handsets are registered to the base your handset will display CALLING HS:x. If you have multiple handsets registered to the base you will first have to select the required handset number before CALLING HS:x is displayed.

The handset receiving the directory will display ACCEPT DIR? NO/YES.

Yes Press the **Yes** options button.

After a short time the handset will show COMPLETED before returning to the idle display.

To copy the entire directory to another handset

Dir Press the **Dir** options button.

Press the **Option** button.

Press the **DOWN** navigation button until COPY ALL is displayed.

OK Press the **OK** options button.

If only 2 handsets are registered to the base your handset will display CONFIRM. If you have multiple handsets registered to the base you will first have to select the required handset number before CONFIRM is displayed.

OK Press the **OK** options button.

The handset will display CALLING HS:x.

The handset receiving the directory will display ACCEPT DIR? NO/YES.

Yes Press the **Yes** options button.

After a short time the handset will show COMPLETED before returning to the idle display.

To edit a directory entry

Dir — Press the **Dir** options button.

Press the **DOWN** navigation button to scroll to the entry you want.

Press the **Option** button.

Press the **DOWN** navigation button until EDIT ENTRY is displayed.

OK — Press the **OK** options button.

Clear — Press the **Clear** options button and re-enter if you want to make changes to the name.

Save — Press the **Save** options button.

Clear — Press the **Clear** options button and re-enter if you want to change the telephone number.

Save — Press the **Save** options button.

ENTRY SAVED is displayed on the handset and you will hear a confirmation tone.

Press the **RED PHONE** button to return to the idle display.

To delete an entry

Dir — Press the **Dir** options button.

Press the **DOWN** navigation button to scroll to the entry you want.

Press the **Option** button.

Press the **DOWN** navigation button until DELETE ENTRY is displayed.

OK — Press the **OK** options button.

DELETED is displayed and you will hear a confirmation tone.

 Press the **RED PHONE** button to return to the idle display.

To delete the entire directory

Dir Press the **Dir** options button.

Press the **Option** button.

Press the **DOWN** navigation button until DELETE ALL is displayed.

OK Press the **OK** options button.

DELETE ALL? is displayed.

OK Press the **OK** options button to confirm.

ALL DELETED is displayed and you will hear a confirmation tone.

NO ENTRIES is displayed on the handset.

Press the **RED PHONE** button to return to the idle display.

Redial

Your handset automatically saves the last five telephone numbers dialled into a redial list.

To dial a number in the redial list

Press the **UP** navigation button. The last number dialled will be displayed.

Press the **UP** or **DOWN** navigation button to scroll through the redial list until the entry you want is displayed.

Press the **GREEN PHONE** button to dial the number.

Secrecy

When on a call you can talk to someone in the same room, without your caller hearing.

To switch secrecy on/off

During a call:

S Press the **S** button.

SECRECY ON is displayed, your caller will now be unable to hear you.

S Pressing the **S** button again will allow you to talk to your caller again.

Paging

If you have multiple handsets registered to the base you can alert handset users that they are wanted, or use this function to locate a missing handset.

To page all handsets

Page

Press the **PAGE** button on the base and all handsets registered to the base will ring.

PAGING CALL is displayed on all handsets.

To cancel the paging call

Either

Press the **RED PHONE** button on any handset.

Or

Page

Press the **PAGE** button on the base.

Internal calls

To make internal calls

Int

If want to call another handset registered to the base press the **Int** button.

If you have only two handsets registered to the base the second handset will be called directly.

To accept the incoming internal call press the **GREEN PHONE** button.

Note

If you only have one handset registered to the base station you will hear an error sound when you press the **Int** *button on the handset.*

If there are more than two handsets registered to the base the caller will have to specify which handset they wish to call. The other handset numbers will be displayed for the caller to select.

Int

Press the **Int** button

Press the handset number you wish to call e.g. **3** and the internal call to handset three will be made.

To end the call by either party press the **RED PHONE** button. The other handset involved in the call will receive a busy tone and display:

END OF CALL

To transfer an external call between handsets

You can forward an external call to another handset registered to the base.

During an external call:

Int Press the **Int** button.

If there are only two handsets registered to the base the call will be made automatically to the other handset. If there are more than two handsets registered you will have to specify which handset number you wish to forward the external call to *(see internal calls section)*.

At this point your external caller is put on hold and they will hear musical tones, you can toggle between your external caller and the internal handset by

Int pressing the **Int** button.

When the called internal handset answers you can either speak to them or put the call through straight away by pressing

the **RED PHONE** button. Your external caller will be connected to the other handset.

3-way calling

You are able to hold a three way conversation between an external caller and two internal callers.

To make a 3-way call

When on an external call the user has to call the other internal handset with an intercom call. This is done as described in, *'To transfer an external call between handsets'*, opposite.

To enable the three way calling:

Menu Press the **Menu** options button.

Press the **DOWN** navigation button until `3 WAY CALL` is displayed.

Join Press the **Join** options button.

You can now have a three way conversation between your external caller and the other internal handset.

Caller Display

IMPORTANT

To use Caller Display you must first subscribe to the service from your Network Provider. A quarterly fee is payable. For more details on BT's Select Services call BT free on **0800 800 150**.

If you subscribe to a Caller Display service you can see who is calling you on your handset display, as well as the date and time of their call (unless the number has been withheld, is unavailable or is an international call).

If you have stored a name to go with the number in your handset directory, the name will be displayed instead.

Please ensure that you have stored the full telephone number, including the area code, otherwise the name will not match the number stored in the directory.

Note

The ✉ icon will flash on the handset display if new calls have been received since you last viewed the calls list. The ✉ icon will be solid if no new calls have been received since last viewing the calls list but there are still some unseen calls in the list.

Calls list

The Calls list contains the telephone numbers of your last 50 callers.

Whether you take a call or not, the caller's details are stored in the Calls list. You can display, scroll through, dial and copy numbers in the list.

If a call is received when the Calls list is full then the oldest entry will be deleted automatically.

To view the Calls list

When you have new calls, the ✉ icon will flash.

Menu Press the **Menu** options button.

Press the **DOWN** navigation button until CALLS LIST is displayed.

OK

Press the **OK** options button. CALL 1 is displayed followed by the most recently received call (either the name if in the directory or the number).

Info

Press the **Info** options button to display the date and time of the call.

Back

Press the **Back** options button to get back to the Calls list.

Press the **DOWN** navigation button to scroll through the Calls list.

Press the **RED PHONE** button to return to the idle display.

To dial from the Calls list

Menu

Press the **Menu** options button.

Press the **DOWN** navigation button until CALLS LIST is displayed.

OK

Press the **OK** options button.

Press the **DOWN** navigation button until the call is listed that you want to dial.

Press the **GREEN PHONE** button. The number is dialled.

To copy a number from the Calls list to the directory

Menu

Press the **Menu** options button.

Press the **DOWN** navigation button until CALLS LIST is displayed.

OK

Press the **OK** options button.

Press the **DOWN** navigation button until you reach the number you want to copy to the directory.

Info

Press the **Info** options button.

Press the **Option** button.

Press the **DOWN** navigation button until COPY TO DIR is displayed.

OK

Press the **OK** options button.

ENTER NAME is displayed. Enter the name details to go with the number.

Save Press the **Save** options button.

The number is displayed,

Save press the **Save** options button again if this number is correct.

ENTRY SAVED is displayed and you will hear a confirmation tone.

Press the **RED PHONE** button to return to the idle display.

To delete a call from the Calls list

Menu Press the **Menu** options button.

Press the **DOWN** navigation button until CALLS LIST is displayed.

OK Press the **OK** options button.

Press the **DOWN** navigation button until you reach the number you want to delete.

Info Press the **Info** options button.

Press the **Option** button.

DELETE ENTRY is displayed,

OK press the **OK** options button

DELETING... is displayed.

Press the **RED PHONE** button to return to the idle display.

To delete the entire Calls list

Menu Press the **Menu** options button.

Press the **DOWN** navigation button until CALLS LIST is displayed.

OK Press the **OK** options button.

Info Press the **Info** options button.

Press the **Option** button.

Press the **DOWN** navigation button until DELETE ALL is displayed.

OK Press the **OK** options button.

DELETING... is displayed.

DONE is displayed followed by NO ENTRIES.

Press the **RED PHONE** button to return to the idle display.

Handset settings

You can choose a range of settings to suit your personal preferences.

Handset ringer melody and volume

You have a choice of 10 melodies and 5 volume levels. You can change the external ringer (ring for an external incoming call) or the internal ringer (ring for an internal call).

To change the external ringer melody

Menu — Press the **Menu** options button.

Press the **DOWN** navigation button until SETTINGS is displayed.

OK — Press the **OK** options button.

RINGER is displayed, press the **OK** options button.

EXTERNAL is displayed, press the **OK** options button.

The current melody will be played.

CHANGE MLDY is displayed, press the **OK** options button.

Press the **UP** or **DOWN** navigation button to change the melody.

Save — Press the **Save** options button when you have selected the melody you want.

A confirmation tone is heard.

Press the **RED PHONE** button to return to the idle display.

To change the external ringer melody volume

Menu — Press the **MENU** options button.

Press the **DOWN** navigation button until SETTINGS is displayed.

OK — Press the **OK** options button. RINGER is displayed.

OK — Press the **OK** options button. EXTERNAL is displayed.

OK — Press the **OK** options button.

Press the **DOWN** navigation button, CHANGE VOL is displayed.

OK

Press the **OK** options button.

The current volume setting is displayed e.g. MEDIUM.

Press the **DOWN** navigation button to scroll through the volume choices OFF, LOW, MEDIUM, HIGH, PROGRESSIVE.

Save

Press the **Save** options button when you want to select your volume setting.

A confirmation tone is heard.

Press the **RED PHONE** button to return to the idle display.

To change the internal ringer melody

Menu

Press the **Menu** options button.

Press the **DOWN** navigation button until SETTINGS is displayed.

OK

Press the **OK** options button.

RINGER is displayed, press

OK

the **OK** options button.

EXTERNAL is displayed.

Press the **DOWN** navigation button, INTERNAL is displayed.

OK

Press the **OK** options button.

The current melody will be played.

CHANGE MLDY is displayed,

OK

press the **OK** options button.

Press the **UP** or **DOWN** navigation button to change the melody.

Save

Press the **Save** options button when you have selected the melody you want.

A confirmation tone is heard.

Press the **RED PHONE** button to return to the idle display.

To change the internal ringer melody volume

Menu Press the **Menu** options button.

Press the **DOWN** navigation button until SETTINGS is displayed.

OK Press the **OK** options button.

RINGER is displayed, press

OK the **OK** options button.

EXTERNAL is displayed.

Press the **DOWN** navigation button, INTERNAL is displayed.

OK Press the **OK** options button, CHANGE MLDY is displayed.

Press the **DOWN** navigation button, CHANGE VOL is displayed.

OK Press the **OK** options button.

The current volume setting is displayed e.g. MEDIUM.

Press the **DOWN** navigation button to scroll through the volume choices OFF, LOW, MEDIUM, HIGH, PROGRESSIVE.

Save Press the **Save** options button when you want to select your volume setting.

Press the **RED PHONE** button to return to the idle display.

A confirmation tone is heard.

To switch your handset key beeps on/off

Note

The default setting is for the handset key beeps to be ON.

Menu Press the **Menu** options button.

Press the **DOWN** navigation button until SETTINGS is displayed.

OK Press the **OK** options button.

Press the **DOWN** navigation button until KEY BEEP is displayed.

OK Press the **OK** options button, BEEP ON is displayed.

To switch ON or OFF press the **UP** or **DOWN** navigation button until your required choice is displayed.

Save

Press the **Save** options button.

You will hear a confirmation tone.

Press the **RED PHONE** button to return to the idle display.

To select a base

You are able to register your Verve handset to 4 bases. If your handset has been registered to more than one base you can select which one it uses.

Menu

Press the **Menu** options button.

Press the **DOWN** navigation button until SETTINGS is displayed.

OK

Press the **OK** options button.

Press the **DOWN** navigation button until SELECT BASE is displayed.

OK

Press the **OK** options button, your current base selection is displayed e.g. BASE 1.

If your handset is registered to more than one base press the **DOWN** navigation button to select one of the other base stations (1, 2, 3, 4, AUTO).

OK

Press the **OK** options button.

Note

If AUTO is selected the handset will automatically link to another base with a strong signal if the signal it is currently receiving from its present base becomes very poor.

When you have selected the base station the handset will try locating the base, the display will show SEARCHING until it is located.

To switch auto talk on or off

When you receive a call, you can answer it simply by lifting the handset off the base station. This is called auto talk. When you switch auto talk off, all calls must be answered by pressing the **GREEN PHONE** button.

Note

The default setting is for auto talk to be ON.

Menu Press the **Menu** options button.

Press the **DOWN** navigation button until SETTINGS is displayed.

OK Press the **OK** options button.

Press the **DOWN** navigation button until AUTO TALK is displayed.

OK Press the **OK** options button, AUTOTALK ON is displayed.

To switch ON or OFF press the **UP** or **DOWN** navigation button until your required selection is displayed.

Save Press the **Save** options button.

You will hear a confirmation tone.

Press the **RED PHONE** button to return to the idle display.

To give the handset a name

The handsets when registered to the base station are assigned numbers. You can give the handset a name as well as a number to match the user or location e.g. Anne or office. The name can be up to 10 characters long.

Menu Press the **Menu** options button.

Press the **DOWN** navigation button until SETTINGS is displayed.

OK Press the **OK** options button.

Press the **DOWN** navigation button until NAME HANDSET is displayed.

OK Press the **OK** options button.

Enter the name you want.

Save

Press the **Save** options button.

You will hear a confirmation tone.

Press the **RED PHONE** button to return to the idle display.

To change the contrast of the handset display

This allows you to lighten or darken the contrast of the display to compensate for the amount of light in the room. You have a choice of 10 contrasts.

Menu

Press the **Menu** options button.

Press the **DOWN** navigation button until SETTINGS is displayed.

OK

Press the **OK** options button.

Press the **DOWN** navigation button until CONTRAST is displayed.

OK

Press the **OK** options button.

Press the **UP** or **DOWN** navigation button to scroll through the choices available.

When you have made your selection press the

Save

Save options button.

You will hear a confirmation tone.

Press the **RED PHONE** button to return to the idle display.

To switch keyguard on and off

You can lock the keypad so that it cannot be used accidentally while carrying the handset around.

To switch the keyguard on:

Menu

Press the **Menu** options button.

Press the ✱ button.

The display will show KEYGUARD ON.

To switch the keyguard off:

Unlock

Press the **Unlock** options button.

Press the ✱ button.

KEYGUARD OFF is temporarily displayed before returning to the idle screen.

To reset the handset to the default settings

You can restore a handset to its default settings. Registration, the directory and the Calls list are not affected.

S Press *and hold* the **S** button for ten seconds.

You will hear a beep and RESET HS is displayed

Yes Press the **Yes** options button.

RESETTING is displayed and you will hear a confirmation tone.

The settings after a reset will be:

External ringer melody:	1
External ringer volume:	MEDIUM
Internal ringer melody:	1
Internal ringer volume:	MEDIUM
Key beeps:	ON
Auto talk:	ON

Base Station settings

System PIN (Personal Identification Number)

Your System PIN has a default setting of 0000 but you may want to change this to prevent unauthorised changes to your handset and base settings.

If you change your PIN keep a record of the new number by writing it in the space provided on page 7.

To change the System PIN

Menu — Press the **Menu** options button.

Press the **DOWN** navigation button until BASE SETTING is displayed.

OK — Press the **OK** options button.

 Press the **DOWN** navigation button until SYSTEM PIN is displayed.

OK — Press the **OK** options button. OLD PIN? is displayed. Enter your old 4 digit PIN (factory setting is 0000).

OK — Press the **OK** options button. NEW PIN? is displayed. Enter your new 4 digit PIN.

OK — Press the **OK** options button. CONFIRM? is displayed. Enter your new 4 digit PIN again.

OK — Press the **OK** options button. PIN CHANGED is displayed.

You will hear a confirmation tone.

Press the **RED PHONE** button to return to the idle display.

Handset Priority

All handsets that are registered to the base will ring whenever there is an incoming call unless handset priority has been activated. This feature allows an incoming call to ring a selected handset first, then after a specified number of rings all other handsets, that are registered to the base, will commence ringing.

Menu Press the **Menu** options button.

Press the **DOWN** navigation button until the display shows BASE SETTING.

OK Press the **OK** options button, HS PRIORITY is displayed.

OK Press the **OK** options button.

Use the **UP** or **DOWN** navigation button to select the option you require.

Options:

PRIORITY OFF –
All handsets will ring immediately.

PRIORITY 1 –
Handset 1 will have ringing priority.

Through to....

PRIORITY 5 –
Handset 5 will have ringing priority.

OK *or* **Save** Press the **OK** or **Save** options button if PRIORITY OFF is selected.

RING DELAY x is displayed.

Press the **UP** or **DOWN** navigation button to select the required delay before the other handsets start to ring.

Options:

RING DELAY 2 through to RING DELAY 9

Save Press the **Save** options button.

A confirmation tone is heard.

Press the **RED PHONE** button to return to the idle display.

Call barring

It is possible to prevent certain numbers being dialled from the handsets that are registered to your base. This is carried out by setting call barring prefixes. There are a maximum of 4 prefixes that can be stored.

An example of how barring operates is as follows:

- Storing 0800 as a prefix will prevent any handset from dialling a number beginning with 0800.
- Storing 0XXX as a prefix will prevent any handset from dialling a number beginning with 0.

- Storing XXXX as a prefix will prevent any handset from making any outgoing call.

When a handset attempts to dial a number that is barred the display will show CALL BARRED.

To store call barring prefixes

Menu — Press the **Menu** options button.

Press the **DOWN** navigation button until BASE SETTING is displayed.

OK — Press the **OK** options button.

Press the **DOWN** navigation button until CALL BARRING is displayed.

OK — Press the **OK** options button. SYS PIN? is displayed.

Enter your System PIN (factory setting 0000).

OK — Press the **OK** option button.

BAR 1: XXXX is displayed.

Use the **DOWN** navigation button to select the bar you wish to store.

Press the **Option** button.

Press the **DOWN** navigation button until EDIT is displayed.

OK — Press the **OK** options button.

Enter your 4 digit prefix that you want to bar e.g. 0800 numbers.

Save — Press the **Save** options button.

Call barring will automatically switch on.

You will hear a confirmation tone and the display will show:

BAR 1: 0800 ✓

Back Option

Press the **RED PHONE** button to return to the idle display.

To take call barring off

Menu — Press the **Menu** options button.

Press the **DOWN** navigation button until BASE SETTING is displayed.

OK — Press the **OK** options button.

Press the **DOWN** navigation button until CALL BARRING is displayed.

OK Press the **OK** options button. SYS PIN? is displayed.

Enter your base PIN (factory setting 0000).

OK Press the **OK** options button.

BAR 1: XXXX is displayed.

Press the **DOWN** navigation button to select which call bar you want to switch off.

Press the **Option** button. BARRING ON is displayed.

Press the **DOWN** navigation button until BARRING OFF is displayed.

OK Press the **OK** options button.

A confirmation tone will be heard and the display will show:

BAR 1:	XXXX
Back	Option

Press the **RED PHONE** button to return to the idle display.

To delete call barred prefixes individually

Menu Press the **Menu** options button.

Press the **DOWN** navigation button until BASE SETTING is displayed.

OK Press the **OK** options button.

Press the **DOWN** navigation button until CALL BARRING is displayed.

OK Press the **OK** options button. SYS PIN? is displayed.

Enter your base PIN (factory setting 0000).

OK Press the **OK** options button

BAR 1: XXXX is displayed.

Press the **Option** button.

Press the **DOWN** navigation button until CLEAR PREFIX is displayed.

OK Press the **OK** options button.

You will hear a confirmation tone and the display will show:

BAR 1:	XXXX
Back	Option

Press the **RED PHONE** button to return to the idle display.

To switch the hold music on/off

Before an external call is transferred to another handset the call is placed on hold. When the call is on hold you can choose whether your caller hears music or not.

Note

The factory setting is for the music to be ON.

Menu Press the **Menu** options button.

Press the **DOWN** navigation button until BASE SETTING is displayed.

OK Press the **OK** options button.

Press the **DOWN** navigation button until HOLD MUSIC is displayed.

OK Press the **OK** options button. MUSIC ON is displayed.

Press the **DOWN** navigation button to select MUSIC ON or MUSIC OFF.

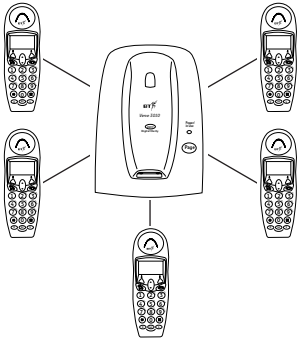
Save Press the **Save** options button.

A confirmation tone is heard.

Press the **RED PHONE** button to return to the idle display.

Using additional handsets and bases

Up to five handsets can be registered and operated from the BT Verve 3010 base. This allows you to make internal calls between two handsets while a third is making an external call.



Each handset can be registered on up to four bases.

Registering additional handsets

If you purchase new handsets to use with your BT Verve 3010 Executive they will have to be registered to the base. You will need to do this before you can use them.

To register an additional Verve 3000 Executive handset to your Verve 3010 base station

Once the battery has been inserted and the cover replaced the display will show:

`REGISTER?`

`Menu  Yes`

Yes Press the **Yes** options button.

Choose which base number you want to register to e.g. Press **1** to register to base station 1.

OK Press the **OK** options button. `SYS PIN?` is displayed.

Enter the PIN number (factory setting is `0000`).

OK Press the **OK** options button.

`PRESS PAGE ON THE BASE` is displayed.

Page

On the base press *and hold* the **PAGE** button until the Power/In Use light starts to flash.

SEARCHING is displayed on the handset.

FOUND BASE is displayed when registration is complete.

The next available internal number (2-5) will be assigned to the handset. The display will show:

HANDSET 2

Menu Dir

To register a Verve 3000 Executive handset to another base station

On the handset:

Menu Press the **Menu** options button.

Press the **DOWN** navigation button until REGISTRATION is displayed.

OK Press the **OK** options button. REGISTER HS is displayed.

OK Press the **OK** options button. BASE -234? is displayed.

2 ABC 3 DEF 4 GHI Press either the **2**, **3** or **4** button to select which base station you want to register to.

OK Press the **OK** options button. SYS PIN? is displayed.

Enter the 4 digit PIN of the base station you want to register to.

OK Press the **OK** options button. PRESS PAGE ON BASE is displayed on the handset.

Put your base in registration mode by following the instructions in its user guide.

SEARCHING is displayed on the handset.

FOUND BASE is displayed when registration is complete.

To register other GAP handsets to your Verve 3010 base station

Providing your handset is GAP (Generic Access Profile) compliant, you can register it to your Verve 3010 base.

Put your handset in registration mode according to the instructions in its user guide.

Press *and hold* the **PAGE** button on the Verve 3010 base station until the Power/In Use light flashes. After a short period the handset will be registered. The Verve 3010 will allocate the next available internal number to the handset.

To de-register a handset from a base

Menu Press the **Menu** options button.

Press the **DOWN** navigation button until `REGISTRATION` is displayed.

OK Press the **OK** options button, `REGISTER HS` is displayed.

Press the **DOWN** navigation button.

`DE-REG HS` is displayed.

OK Press the **OK** options button.

`PLEASE WAIT` flashes on the handset display.

`SYS PIN?` is then displayed.

Enter the 4 digit PIN number of the base you want to de-register from.

OK Press the **OK** options button.

`HANDSET 1` is displayed.

Press the **DOWN** navigation button until the required handset number is displayed.

OK Press the **OK** options button.

Display shows `HS X REMOVED`.

A confirmation tone will be heard and the handset will be de-registered.

Help

Note

If you experience any difficulties with your BT Verve 3010 Executive, please call the BT Verve Helpline on **08702 403180**.

Problem	Possible cause	Solution
Handset not registering.	The base is not powered.	Make sure that the power supply is plugged in at the base and switched on.
	There are no batteries in the handset.	Make sure that the rechargeable batteries (included) are fitted in the handset correctly.
You have forgotten your base station PIN number.	You have changed the PIN.	Try entering the default PIN (0000). If you have changed the PIN and cannot remember the number you will need to contact the BT Verve Helpline on **08702 403180**.
No display	The handset is not charged.	Charge or replace batteries.
Nothing happens when you press any button.	Keyguard may be switched on.	Press the **Menu** options button, followed by the ✱ button to switch the keyguard off.

Problem	Possible cause	Solution
No connection between handset and base station.	Are you out of range of the base station?	Move closer to the base station.
	Handset is not registered.	Register the handset.
	Base station is not switched on.	Check the mains power is connected correctly.
Handset on the base does not charge.	Is another handset using the line for a long time?	Maximum charging power is only possible when no calls are being made.
	Is the handset placed on the base properly?	Make sure that the handset is placed on the base or in the charger correctly. You will hear a confirmation tone.
	Are the batteries in correctly?	Check that you have put the batteries in the right way, you will hear a confirmation tone.
Handset does not ring.	The handset ringer may be switched off.	See page 26 for how to set the handset ringer.
You cannot dial certain external numbers.	Call barring may be set.	Switch off call barring *(see page 35)*.
Your caller cannot hear you.	Secrecy is switched on.	Press the **S** button to speak to your caller again.
The incoming caller's number is not displayed even though you have Caller Display.	The caller's number has been withheld.	Caller has to allow their number to be sent.
You keep hearing an error beep.	You have pressed the wrong button in a sequence.	Check the prompts in the display or refer to instructions in the user guide.

General information

Guarantee

Your BT Verve 3010 Executive is guaranteed for a period of 12 months from the date of purchase.

Subject to the terms listed below the guarantee will provide for the repair of, or at BT's or its agents discretion the option to replace the BT Verve 3010 Executive, or any component thereof, (other than batteries), which is identified as faulty or below standard, or as a result of inferior workmanship or materials. Products over 28 days old from the date of purchase may be replaced with a refurbished product.

The conditions of this guarantee are:

- The guarantee shall only apply to defects that occur within the 12 month guarantee period.
- Proof of purchase is provided.
- The equipment is returned to BT or its agent as instructed.
- This guarantee does not cover any faults or defects caused by accidents, misuse, fair wear and tear, neglect, tampering with the equipment, or any attempt at adjustment or repair other than through approved agents.
- This guarantee does not affect your statutory rights.

Within the 12 month guarantee period:

If you experience difficulty using the product, prior to returning your product, please read the Help section beginning on page 41, or contact the BT Verve Helpline on 08702 403180 for assistance.

In the unlikely event of a defect occurring, please follow the Helpline's instructions for replacement or repair.

Outside the 12 month guarantee period:

If your product needs repair after the guarantee period has ended, the repair must meet the approval requirements for connections to the telephone network. We recommend that you call the BT Verve Helpline on **08702 403180** and ask for details of our recommended repair agents.

Instructions for returning the product:

If the Helpline is unable to remedy your problem they will ask you to return the product. Where possible, pack the product in its original packaging. Please remember to include all parts, including line cords, power supply units, and the original batteries. (Please note that

we cannot take responsibility for goods damaged in transit.) Please obtain and keep proof of posting from the Post Office.

Technical information

How many telephones can you have on the line?

All items of equipment have a Ringer Equivalence Number (REN) which is used to calculate the number of items that may be connected to any one telephone line.

The BT Verve 3010 Executive has a total REN of 1.

Any other instrument provided by BT may be assumed to have a REN of 1 unless stated otherwise.

A total REN of 4 is allowed per telephone line. (For example: if the BT Verve 3010 Executive is used in conjunction with three extension telephones, each with a REN of 1, then the total REN = 4).

R&TTE

This product is intended for use within the UK for connection to the public telephone network and compatible switchboards.

This equipment complies with the essential requirements for the Radio Equipment and Telecommunications Terminal Equipment Directive (1999/5/EC). In demonstration with the Essential Requirement for efficient use of the radio spectrum, the product complies with TBR6. For a copy of the Declaration of Conformity please contact the BT Verve Helpline on **08702 403180**.

Switchboard compatibility

Generally this telephone may be connected to switchboards however in the event of any difficulties please consult your switchboard Service Provider.

To set the recall mode

Menu Press the **Menu** options button.

Press the **DOWN** navigation button until BASE SETTING is displayed.

OK Press the **OK** options button.

Press the **DOWN** navigation button until RECALL MODE is displayed.

OK Press the **OK** options button.

TIMED BREAK is displayed.

Press the **DOWN** navigation button to select the required recall mode TIMED BREAK or EARTH.

Save Press the **Save** options button.

A confirmation tone is heard.

Press the **RED PHONE** button to return to the idle display.

To set the dialling mode

Menu Press the **Menu** options button.

Press the **DOWN** navigation button until BASE SETTING is displayed.

OK Press the **OK** options button.

Press the **DOWN** navigation button until DIAL MODE is displayed.

OK Press the **OK** options button.

TONE is displayed.

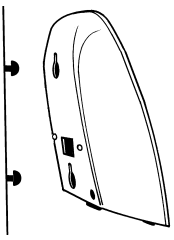
Press the **DOWN** navigation button to select the required dialling mode TONE or PULSE.

Save Press the **Save** options button to confirm your selection.

A confirmation tone is heard.

Press the **RED PHONE** button to return to the idle display.

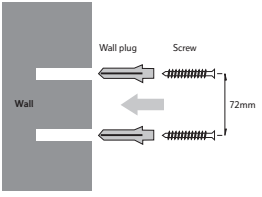
Wall mounting



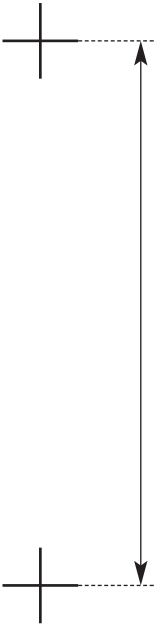
If wall mounting your BT Verve 3010 Executive, use this guide for position.

Remove plinth from the Verve base by gently lifting the two clips and sliding upwards.

- Make sure that you are not drilling into any hidden wiring and check that the power cable will reach from the mains socket to the base. Switch the power adaptor off at the mains and remove the adaptor plug from its socket.
- Drill two holes 35 mm deep using a 5 mm drill, 72 mm apart to take the wall plugs.
- Put wall plugs into the drill holes and then insert both screws. Leave 2-3mm between the head of the screw and the wall. You are now able to mount the base to the wall.
- Fit the base onto the two screws. If necessary, tighten or loosen the screws for the best fit.
- Put the handset back in the base and switch the power back on at the wall socket.



Wall mounting template



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